

Quality Management

Policy

Bowley Plumbing provides a full range of plumbing, CCTV equipment and services, scan seal and pipe relining repair

- Commercial Plumbing and Gas fitting
- Residential Plumbing
- Trade Waste
- Backflow prevention and testing
- Maintenance Plumbing
- Stormwater applications
- Rainwater solutions

Our family-owned company has a vision is to be recognised as the “plumber of choice” due to us being efficient, professional and ethical.

Our commitment to quality is high and we have been privileged to provide plumbing services to several State Government agencies. We acknowledge our responsibility to provide competitive/high quality products and services, which not only comply legally with our WHS, legal and contractual obligations, but achieve the needs and expectations of our customers.

We believe that an effective Quality Management System will be a continually evolving one as we adopt the review and audit functions of Planning, Doing, Checking and Acting. We also recognise that in order to achieve our business objectives we need streamlined administration and support systems.

Procedure:

Leadership

We will

- Ensure that our management systems link with our business processes e.g. feedback loops from employees and customers, financial reports etc
- Regularly review our systems and make improvements on the basis of our experiences and feedback from employees and customers
- Ensure that we allocate adequate resources to undertake the work we need to so that our management system is used and functional
- Ensure that we comply with all regulatory obligations we have to customers
- Focus on enhancing customer satisfaction
- Ensure that all employees read and understand their obligations in relation to this policy
- Make this policy available to any interested party
- Ensure that employees’ roles in relation to this policy are communicated and understood.

Planning

We will:

- Ensure our Business Plan has measurable outcomes
- Engage with our external professionals to assist in our planning processes e.g. Accountant, Bookkeeper WHS advisor, and Master Plumbers
- Maintain our membership with Master Plumbers to assist with risk management and regulatory updates
- Keep records of changes to our system and feedback received from employees or customers.

Support

To maintain our Quality Management System we are committed to providing support as required. This includes:

- Maintaining relationships with our external experts including Accountant, WHS advisor, Bookkeeper and Master Plumbers
- Purchase and maintain contemporary office equipment including photocopier/printer and laptops for senior employees
- Investigate IT options for streamlining tasks such as quoting, customer feedback, reviewing jobs on completion, JSAs etc
- Providing a work environment that respects our employees where they understand their rights and responsibilities as employees
- Ensuring that instruments are maintained and calibrated as per manufacturers recommendations
- Providing information and training to employees in relation to standards, regulations and contemporary practices in plumbing
- Undertaking performance reviews for each employee on a regular basis
- Ensuring that all employees understand their roles in relation to the implementation of the quality system
- We will communicate regularly with our employees regarding safety, standards and customer service via toolbox meetings, performance appraisals and emails
- We will keep records of meetings
- We will date our policies, administrative and safety processes including when the review is due.

Operations

In order to maintain high quality operations we will:

- Develop a Customer Service Commitment
- Require plumbers to meet regulatory standards at all time
- Quickly remedy any work that may be inferior
- Respond to customer enquiries within 24 hours
- Seek customer feedback after the job is completed
- Ensure that our plumbers understand that they must respect customers' property, work tidily and clean up after themselves
- Work with our suppliers to ensure that we are provided with products which comply with Australian standards

Performance Evaluation

We need to evaluate the performance of our company to ensure that we are complying with:

- Our Business Plan
- Plumbing Regulations
- The Safety and Quality policies
- Our Customer Service Commitment

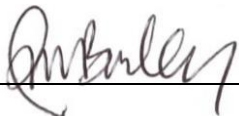
We will undertake regular reviews of our Systems and Plans as follows:

- Annually
- If there is an event that suddenly impacts on the business (e.g. COVID-19, bushfires, prolonged extreme weather)
- If there is an incident which impacts on the safety of employees, customers or the public.

Improvement

We will take opportunities to improve our services, our relationships with customers and our systems. Specifically:

- When a nonconformity is identified we will correct it, and determine if that non-conformity means we need to change our processes, products or behaviour
- We will document these processes so they can be reviewed and we can monitor our quality improvements.



Phillip Bowley
Director Dec 2022